

EXECUTIVE SEARCH

**NOSSCR**<sup>™</sup>

National Organization of Social Security Claimants' Representatives

Chief Executive Officer

SEARCH CONDUCTED BY

**STERLING | MARTIN**  
a s s o c i a t e s

# The Opportunity

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The National Organization of Social Security Claimants' Representatives (NOSSCR) is conducting a search for a Chief Executive Officer (CEO) to lead the professional association's strategic implementation, financial and administrative operations, and to secure the future of the organization by serving its members' and customers' evolving needs.

NOSSCR is a 501(c)(6) specialized bar association of more than 3,000 attorneys and advocates who represent Social Security Disability Insurance and Supplemental Security Income claimants throughout the adjudicative process. Since 1979, NOSSCR has been providing continuing legal education and public policy advocacy on behalf of its members and the people with disabilities they represent. NOSSCR's mission is to advocate for improvements in Social Security disability programs and to ensure that individuals with disabilities applying for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits have access to highly qualified representation and receive fair decisions.

This is an ideal opportunity for an experienced business leader who is effective and thrives in an environment that is undergoing transformational change. NOSSCR's Board of Directors is prepared to guide and collaborate with the CEO to undertake the planning and implementation of a substantial upgrade of NOSSCR's processes, systems, website, and services with the goal of enhancing the practice of Social Security law to change people's lives for the better. This is an exciting time to take the helm of this mission-driven association.

## About NOSSCR

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NOSSCR is at a turning point in its expansion of product and programmatic development, membership growth, and influence. The organization has recently moved to a new home office in downtown Washington, DC, and is increasing its government affairs activities and impact.

To aid NOSSCR as it pursues its mission, the organization has established these Core Values:

- Social Security disability benefits are a vital part of our nation's social insurance system and social safety net.
- People with disabilities applying for disability benefits are entitled to high-quality representation in the disability application and appeals process.
- Representation during the Social Security disability programs application and appeals process is critical for claimants.
- Applicants for Social Security disability benefits are entitled to fair and independent adjudications.
- Public policy advocacy to protect and strengthen the Social Security disability programs is integral to achieving NOSSCR's mission.
- Continuing legal education helps ensure that Social Security disability claimants have the highest-quality representation possible.

# The Chief Executive Officer Role

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## Summary

The Chief Executive Officer is responsible for executing NOSSCR's vision and mission and, by serving its members' and customers' evolving needs, ensuring the organization's growth and its secure future. The Chief Executive Officer is a self-motivated, innovative, outside-the-box thinker, with modern leadership skills, who ensures that the organization and its staff perform optimally, in accordance with the core values and guiding principles of the organization with a perspective across demographics. The Chief Executive Officer reports to the NOSSCR President and, in consultation with the Executive Committee of the NOSSCR Board of Directors, the Chief Executive Officer collaborates as a trusted advisor in setting the goals for the organization, commits to their achievement, and directs the activities necessary to ensure success. The position requires leadership in identifying the right initiatives to prioritize; effective operations management with sound fiscal judgment to do things efficiently; and new business development through programs, services, and partnerships. The Chief Executive Officer must be able to inspire and develop a future-oriented, creative, and skilled staff and work collaboratively with the Board of Directors, the association's many volunteers, and external partners to grow and maintain relevance and the fiscal health of the organization.

## Essential Duties and Responsibilities

*The role is composed of the following major areas upon which performance metrics should be based: Operations, Leadership, Strategy, and Business Development/Growth.*

### Operations

The Chief Executive Officer is responsible and has authority for successful day-to-day operations of the enterprise to ensure financial stability, including managing the finances; staff, their skills and performance; and execution of the strategic objectives set by board.

- Has authority, subject to Board approval, and is responsible for NOSSCR business operations including:
  - Sign contracts, manage finances, prepare surplus-generating budgets and forecasts for Board approval.
  - Establish and maintain policies and take actions to ensure the fiscal viability of all NOSSCR organizations including controls and maintenance of all association records and files required for ongoing business needs.
  - Manage NOSSCR activities in accordance with governance documents, policies, and guiding principles.
- Set goals and metrics for third-party consultants; review, and guide project performance with accountability for the results.
- Responsible for the financial records of NOSSCR, including being the registered authority on all accounts, working collaboratively with the auditors and other third-party financial advisors hired by the Board.
- Oversee and direct functional areas, such as Membership, Education, Business Development,

Marketing, Finance, Human Resources, Administrative Services, Information Technology, Conferences/Events, and Publications as well as support identifying/securing NOSSCR future volunteer leadership.

### **Leadership**

The Chief Executive Officer leads staff for effective performance, represents the organization internally and externally as an influential negotiator/evangelist, and provides forward-looking insights to the Board, ensuring the successful future of the organization.

- Organize and manage the staff to ensure they are not only doing things right, but they are also doing the right things.
- Accountable for staff's results, including goals and metrics, position assignments and succession planning, performance reviews, appropriate delegation of authority, and compensation to best enable the fulfillment of objectives.
- Assess staff members' strengths and identify talent gaps; develop plans to ensure necessary organizational structure, staff development, recruitment, and retention activities are in place to build and maintain high-performing team.
- Ensure employee adherence to highest ethical standards and in all instances employees represent NOSSCR in a manner that reflects positively on the organization; maintain the employee handbook in compliance with all applicable laws and core values of NOSSCR.
- Direct advocacy efforts to educate Members of Congress and staff, the Administration, other groups, association members, and the public on issues relevant to NOSSCR.
- Serve as a key spokesperson for NOSSCR's members and clients with the media, government bodies, external stakeholders, members, and clients.

### **Strategy**

The Chief Executive Officer uses detailed knowledge of NOSSCR operations and the industry to advise the Board on viable short- and long-term strategic options to innovate the organization and effectively contribute to the organization's success.

- Report directly to the President, who chairs the Executive Committee, and ultimately to the Board of Directors to encourage and provide strategic direction, translating it into actionable goals.
- Serve as an ex-officio member, without vote, of all Board committees and special committees to provide guidance.

### **Business Development/Growth**

The Chief Executive Officer is responsible for identifying and executing on new surplus-generating opportunities and advocating on behalf of the Association to existing and prospective members/customers, volunteers, partners, staff, press, and relevant industry organizations.

- Provide leadership for NOSSCR internally and externally in a way that positively builds the reputation of NOSSCR as a modern enterprise using state -of-the-art digital tools for membership/volunteer tracking, initiative management, and marketing outreach to NOSSCR members and beyond to open opportunity for new initiatives for growth.
- Establish and maintain positive and constructive relationships with NOSSCR members, volunteers, staff and other persons or organizations collaborating to strengthen and ensure future viability of the business of NOSSCR.

# Qualifications

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The Chief Executive Officer is effectively the chief employed staff of NOSSCR. The Chief Executive Officer shall demonstrate a strong executive presence, professional and personal confidence, business acumen, maturity and other qualities and characteristics to effectively represent and lead the association. To be successful in this position, an individual must be able to perform each assigned duty with a high level of competence. The requirements listed below are representative of the necessary knowledge, skills, and abilities.

## Education and Professional Experience

- Bachelor's degree required; graduate-level degree or JD preferred.
- Ten years of work experience, with demonstrated success, in a senior leadership position for a nonprofit, professional or trade association, or business.
- Experience and skill working with volunteer Boards.
- Demonstrated ability to work as the association's evangelist.
- Knowledge of business operations and the organizational levers (systems, processes, departments, functions) that drive an organization's growth.
- Familiarity with the Social Security Insurance and/or disability programs, a plus.
- Experience related to the legal field, especially Social Security Disability law, a plus.

## Business Leadership Skills

- Accomplished in strategic thinking; capable of synthesizing emerging trends into a perspective relevant to the organization and to convey this message to staff, Board, volunteers, and constituents with appropriate recommendations.
- Solid organizational abilities, including planning, resource allocation, management and delegation, program development, task facilitation and constructive review.
- Strong financial management skills, including budget preparation, analysis, decision making and reporting.
- A history of successfully creating new revenue streams and improving financial results.
- Positive business demeanor that engenders respect and confidence.
- Adept at collaboration and teamwork to bring disparate groups together to forge a consensus.
- Ability to establish win-win relationships with individuals and organizations of influence including funders, partner agencies and volunteers.
- Track record of successfully building high-performing teams and a positive office culture.
- Creates an environment with high personal integrity/ethics.

## Communication Skills

- Ability to research, prepare, and deliver cogent presentations on organization topics to a diverse audience including technologists, business leaders, members, volunteers, press and industry-at-large as a Board-approved spokesperson for the association.
- Strong affinity to social media opportunities and their use to promote the organization, as well as demonstrated adoption of and facility with virtual meeting and communication platforms to effectively conduct the ongoing business and activities of the association.

- Ability to read, analyze, and interpret business periodicals, professional journals, technical procedures, or governmental regulations.
- Excellent oral and written communications skills.

### Other Skills

- Familiar with modern facilitation skills such as Lean Start-Up, Design Thinking, Six Sigma or similar, a plus.
- Proficient in an electronic work environment and able to use available tools for communications, information management, and analysis.

### Additional Considerations

- Candidates from historically under-represented communities are encouraged to apply.
- Travel: Ability and willingness to travel extensively within the US to events and to fulfill the needs of the organization.

## Compensation

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A competitive compensation package will be offered to attract an outstanding candidate.

## To Apply

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To apply, please send a cover letter and current resume (Microsoft Word® format preferred) [here](#). The cover letter should outline how your experience fits the requirements of the position as this will be an important factor in considering your candidacy.

*Sterling Martin Associates is committed to providing equal opportunity for employees and applicants in all aspects of the employment relationship, without regard to race, religion, color, age, gender (including pregnancy, childbirth, or related medical conditions), marital status, parental status, sexual orientation, gender identity, gender expression, ancestry, national origin, citizenship, political affiliation, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. All employment is decided on the basis of qualifications, merit, and business need.*

## Additional Information

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